**Criterion A : Initial Consultation**

**Name of interviewer: Atharva Jaiswal**

**Name of interviewee: Ram Chauhan**

**Position of interviewee: Owner of Gym**

**Time** : 7: 05 pm

**Date**: 29/10/2020

**Location**: Hydra body & fitness gym

**Student :** Hello sir, thank you for giving your crucial time. Shall we proceed ?

**Client:** yes, ask whatever you want I will try to answer it.

**Student :** Could you please tell me about your occupation?

**Client:** I am the owner of the gym Hydra health and fitness.

**Student :** Could you tell me something about your gym?

**Client :** The gym works on supscription bassess there are various subscriptions according to months. There are trainers in the gym who provide guidelines and instruction regarding which exercise a person is going to do. It's an indoor place where people can workout in order to improve their health and fitness. We also have different equipment and machines by which a person can perform weight training and cardio. We also have dietitians who plan and create diet charts for individuals. We provide a service for maintaining health and fitness.

**Student:** What role do you play in your gym ?

**Client:** I am the owner of the gym but I actually manage the gym, there are lots of management in the gym I have to manage the staff. On every Monday we record the weight of the customer so a dietitian can reflect upon the data to track the progress of the individual, if needed dietitian may suggest some changes in the diet. I also take care of the maintenance of equipment and machines. The most time-consuming process is to manage the subscription, I and one more person manage the subscription. I have to hire one person to maintain the subscription. We use spreadsheets to manage the subscription like we have to set when the subscription gets over and ask them to take the next subscription.Use diary to write the expiration date. People come on random days so it's hard to manage my time, it's too time-consuming and it's not only this I have to maintain the initial registration form also.

**Student:** What kind of problems do you face with the services that you provide?

**Client:** The role I play is too time-consuming, we have 4 batches consisting of different timing 2 for males and 2 for females. I have to be present all the time in the gym for monitoring whether the staff is playing their role properly or not. There are also people who do not workout properly and in the end they claim that this is not beneficial, so we decided to punish people for that. We used to tell them if it happens we will not be responsible for this. I have to manage lots of things in this gym. The main problem I face is a lack of time. I am not able to get as much personal time as I need and daily I am exhausted. I want to prepare for competitions but I don’t have enough time. .

**Student:** Can you evaluate the problems do you face?

**Client:** So basically, my gym works on a daily basis people come on random dates take a subscription where I have to check daily manually that if any subscription is expired or not. There have been cases where after the expiration of the subscription, people are still using the gym which makes me lose as an owner. I also need to take care of the maintenance of equipment where the regular checkups happen. Taking care o dates are really hassling. As you already know that this gym is the top-rated gym in hard with all the facilities, maintaining crowd can be difficult as well time-consuming. We also provide the progress report in weight of individuals, I am also responsible for maintaining that. Organizing this data is my problem.

**Student:** What possible solution do you think of this issue?

**Client**: I can hire more people to manage this but I don’t want to because if I do they do not manage that efficiently as I can, of course, I can be a higher professional but it will be expensive. Even if a professional ultimately subscription fee is going to increase and this is a kind of place where there are lots of competitions between gyms, we also need to maintain the subscription fee.

**Student:** I can create a tool that can manage your time very efficiently, it will notify you when the subscription is over. It will also help you to record and represent the data. An ultimate tool for organizing your data will save you lots of time and I hope you will get some personal time and it will make your work simpler.

**Client:** Oh really, I would be really grateful if you could create such kind of tool for me.

**Student**: Anything you would want me to include in the tool?

**Client:** Just make it in a way which is easy to use, I have already told you many things if you want to know more you can ask me anytime.

**Student:** Thank you, sir, meet you later

**Client:** Ok then, later.